



LANGUAGE ASSISTANCE SERVICES

Discounted rates for Cigna network-participating providers

To help improve communication and health outcomes for your patients with limited English proficiency (LEP), Cigna has contracted with professional language assistance service vendors to offer discounted rates of up to 50 percent for language assistance services.

The discounted rates include written translations for your eligible patients with Cigna coverage, as well as telephonic, face-to-face, and video remote interpretation, including American Sign Language. We hope these discounts will help make it easier and more affordable for you to comply with federal and state language assistance laws, and ensure successful communications with your LEP, blind, low-vision, deaf, and hard-of-hearing patients.

Provider discounts

For information about translation and interpretation discounts, and how to schedule the services, go to [Cigna.com](https://www.cigna.com) > For Providers > Explore all provider resources > [Language Assistance Services Discounted Rates](#). *It's important to note that your office will contact and work directly with the vendors to schedule and pay for all language services. The use of family members and friends as interpreters (especially minors) should be discouraged.*

Federal laws for interpreter services

Section 1557 of the Affordable Care Act (nondiscrimination provision) mandates that health care providers provide and pay for interpreter services for their patients in the health care setting. At the state level, there are laws that require the health plan (such as Cigna) to provide free interpreter services in the health care setting. Updated Cigna state-specific reference guides are available by logging in to the Cigna for Health Care Professionals website ([CignaforHCP.com](https://www.cignaforhcp.com)) > Medical Reference Guides > Health Care Professional Reference Guides.

State-specific laws for interpreter services

Cigna is required to offer, by law, the language assistance services described below in California, New Mexico, and Oregon.

California	Cigna provides free professional telephonic interpreter services for customers and their covered dependents and health care providers in the health care setting. Face-to-face interpreters may be provided to those who are eligible for the California Language Assistance Program (CALAP) under special circumstances when telephonic services are insufficient, such as sensitive topics (e.g., end-of-life conversations) or the customer requires an in-person demonstration (e.g., how to use an insulin pump or glucometer).
New Mexico	Cigna customers have access to free professional telephonic and face-to-face interpreter services (including American Sign Language) in the health care setting to meet the patient and health care provider needs.
Oregon	Cigna provides free interpreter services to all dental plan participants situated in Oregon who have LEP or differing hearing abilities that qualify under the Americans with Disabilities Act for sign language. For teledentistry services, Oregon law requires health plans to provide free language assistance services to all customers who are Oregon residents. <i>The situs state is the state in which an insurance policy is written. The specific laws of that state may apply to the plan even when the plan covers customers who live in other states.</i>



Resources

Cigna offers many resources to help Cigna network-participating providers and their staff enhance their interactions with a culturally diverse patient population, including those with LEP. In our quarterly provider newsletter, [Network News](#), you'll find helpful articles with information and updates on state and federal language assistance laws.

You can find additional resources by visiting the Cultural Competency and Health Equity Resources dedicated [web page](#) at [Cigna.com](#) > For Providers > Explore all provider resources > Cultural Competency and Health Equity > [Language Assistance Services](#). Resources include, but are not limited to:

- [California Language Assistance Program for Providers and Staff](#) (training)
- [Patient Health Care Preferences Questionnaire](#)
- [Tips for Working with a Language Interpreter](#)

Additional information

Americans with Disabilities Act

This is a federal civil rights law that prohibits discrimination against individuals with disabilities in day-to-day activities, including accessing medical services and facilities.

Section 1557 of the Affordable Care Act (nondiscrimination provision)

Also referred to as the nondiscrimination rule, Section 1557 prohibits discrimination in health programs and activities on the basis of race, color, national origin, sex, age, or disability.

It is also unlawful to delay or deny effective language assistance services to individuals with LEP. Covered entities, such as Cigna, are required to take reasonable steps to assist in providing language assistance services or written translations for LEP individuals who are eligible to be served in health programs and activities. Additionally, when language services are required, they must be provided free of charge and in a timely manner.

Questions?

If you have questions about the law or language assistance services, including how to keep compliant for any particular state, please call Provider Services at **800.88Cigna (882.4462)** or contact your Provider Relations Representative.



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